

Report to: Policy & Performance Improvement Committee Meeting - 26 September 2022

Director Lead: Deborah Johnson, Director - Customer Services & Organisational Development

Lead Officer: Ella Brady, Transformation and Service Improvement Manager

Report Summary	
Report Title	2022 Resident Survey
Purpose of Report	Covering report for a presentation on the findings from the 2022 Resident Survey
Recommendations	That the Policy & Performance Improvement Committee: a) comment on the findings; and b) request that these findings be used to shape the 2023-2027 Community Plan to be developed by officers and Members in early 2023.
Reason for Recommendation	To ensure the direction of the Council is informed by what matters most to residents.

1.0 Background

- 1.1 It is part of Newark and Sherwood’s vision to be driven by what matters most to its residents, and therefore we (the Council) understand the importance of listening to the views of residents and considering these views in shaping the future of the district.
- 1.2 The Council’s Community Plan is a key document that sets out the Council’s values and purpose as well as its objectives for the next four years. The current Community Plan, covering 2020 to 2023, was informed by the 2018 resident survey. A district wide consultation piece gathering the views of key partners and 11,224 residents. The next Community Plan will cover 2023 to 2027 and therefore another piece of district wide consultation, the 2022 Resident Survey, has been undertaken to inform the development of this plan.

2.0 The 2022 Resident Survey

2.1 The 2022 Resident survey consultation had a three-pronged approach, and all the consultation was undertaken between May and July 2022. The three elements were:

1. An open survey that could be completed by any district resident over 16,
2. A representative sample was gathered to sense check the open survey, and
3. A series of focus groups were held to gather the views of underrepresented groups.

2.2 This report accompanies a presentation to the Policy and Performance Improvement Committee outlining the findings from this consultation.

3.0 Implications

3.1 Data Protection

A DPIA was conducted and relevant mitigating actions were put into place.

3.2 Digital and Cyber Security

The survey was conducted using SmartSurvey, a survey tool the Council already utilise. This tool was reviewed by ICT in 2021, when we contracted for the tool and they were assured of its security.

3.3 Equality and Diversity

The online survey was built to be as accessible as possible and paper surveys were available on request. Residents were also able to request a survey in another language or braille.

3.4 Financial (FIN22-23/6576)

The costs of delivering the 2022 Resident Survey have been contained within the budget approved for this project by the Council's Senior Leadership Team.

Background Papers and Published Documents

None